

# Quick user guide for the Zebrix Queue Manager (QMS) desktop application

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## 1. Install the Zebrix Queue Manager (QMS) desktop application

### Presentation

The Zebrix Queue Manager (QMS) desktop application allows a counter to manage its queue. The application must be installed on the workstation of each counter.

### 1 Prerequisites

#### 1.1 Material

The Zebrix Queue Manager desktop application only works on a Windows (PC) environment

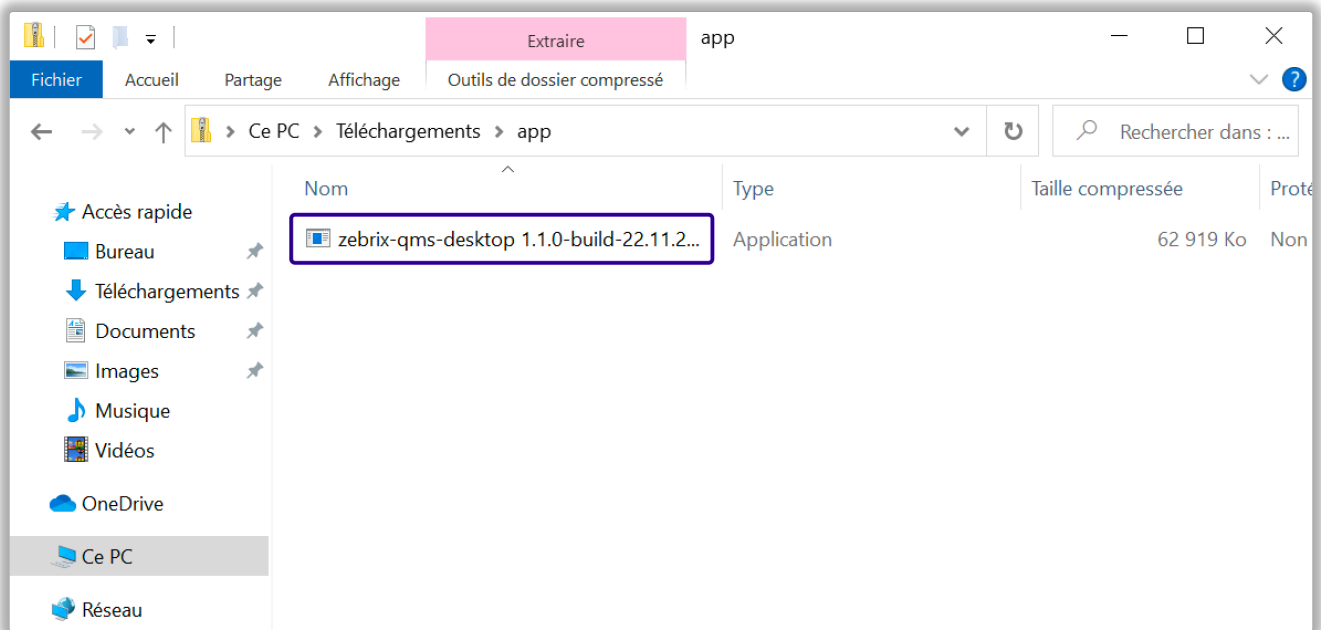
#### 1.2 App download

To obtain the application, you must log in to the QMS web application online at the following address <https://qms.zebrix.net> and log in with your credentials. You can trigger the download of the application by clicking on the **Download app** button or by clicking on the following link <https://qms.zebrix.net/app.zip>

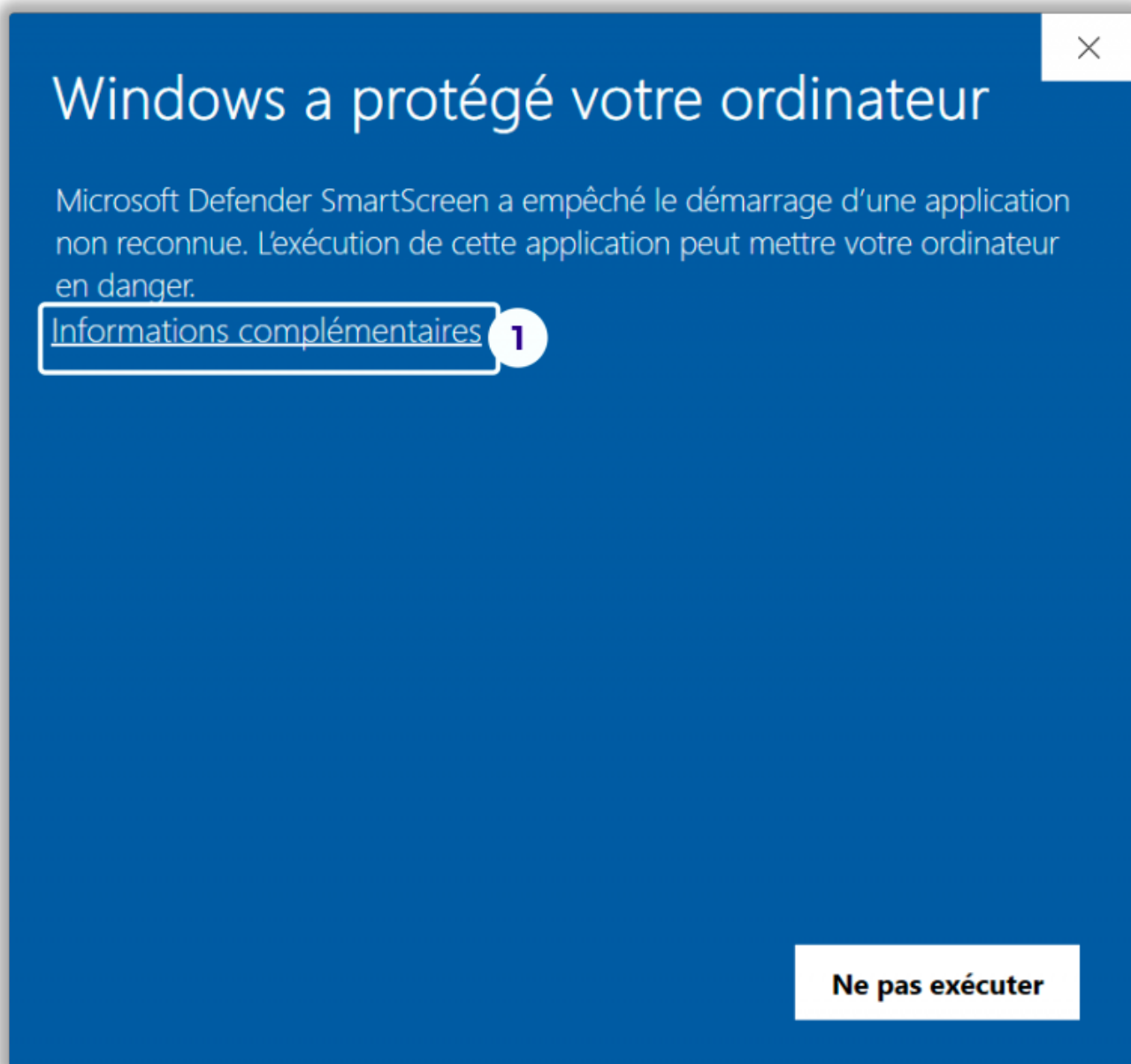


You will then need to go to the compressed “.rar” zebrix-qms-desktop folder uploaded to your computer, extract it with a right click on the file, extract the file.

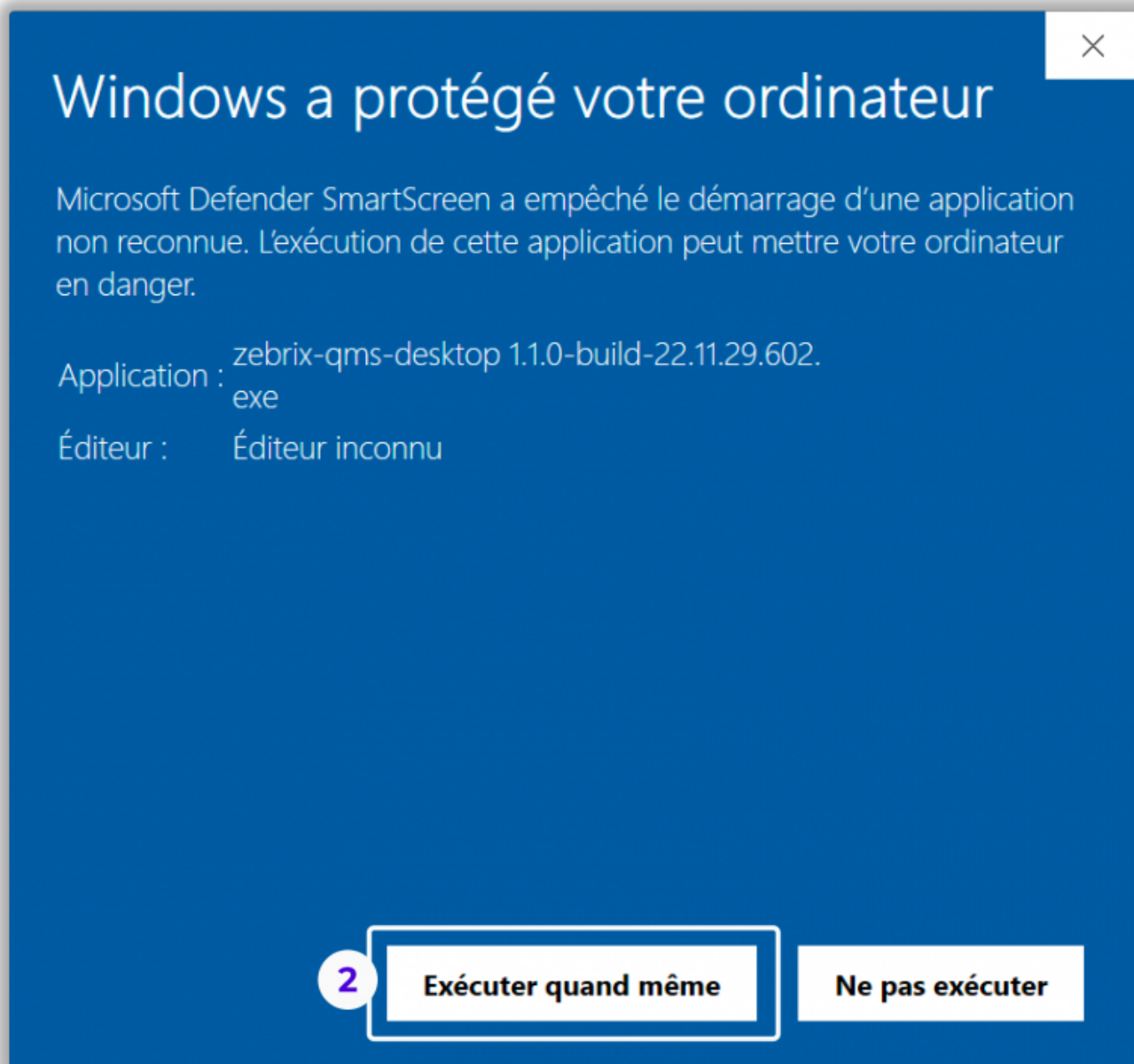
#### 1.3 Running the application



Double-click the extracted file to start the installation. It is possible that an alert message is displayed, the Windows fire wall may react to the installation of this new application.



You will need to click on additional information to discover the **Run anyway** button and finally click on it to complete the launch



## 2 Configuration

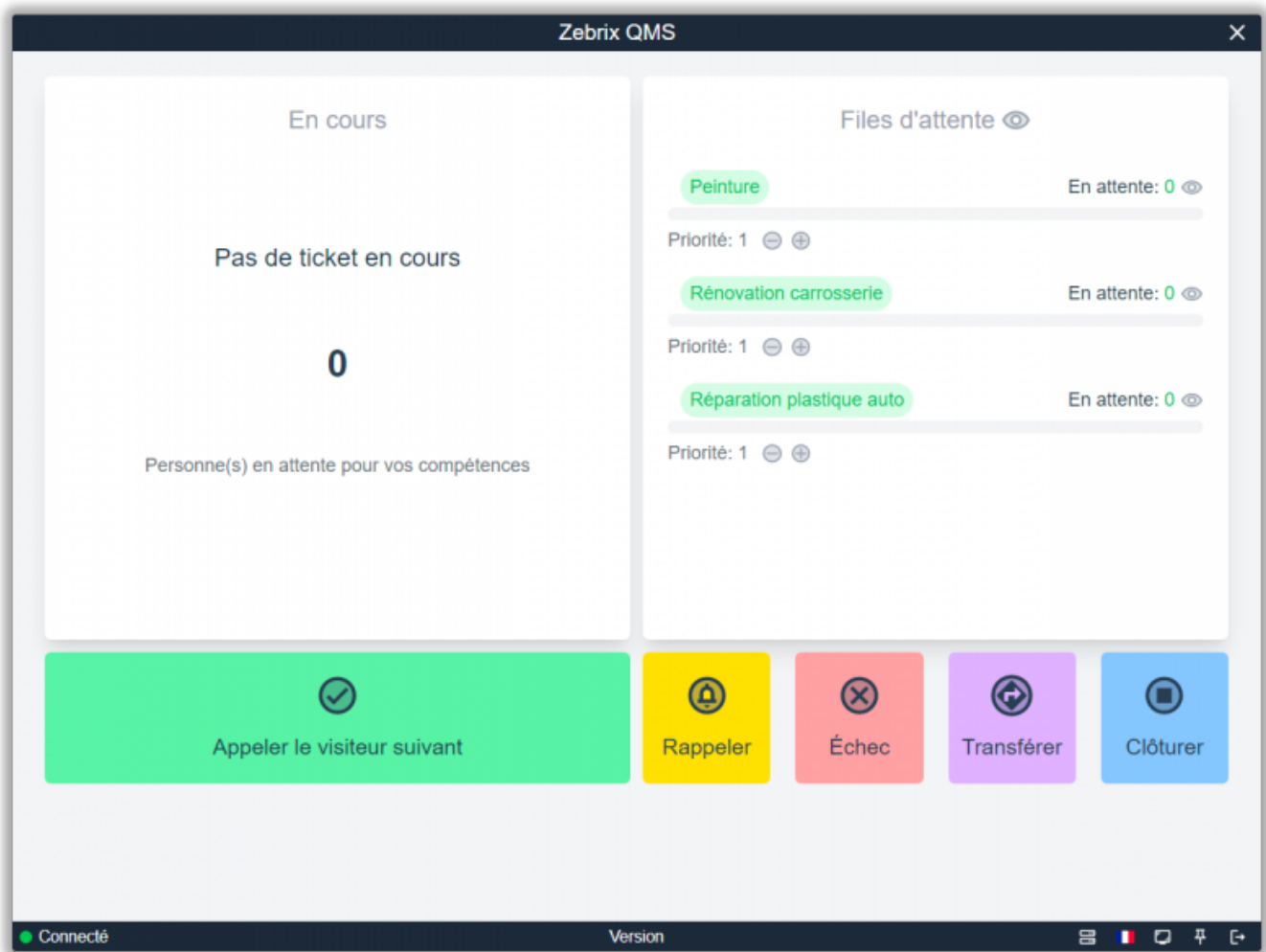
When launched, the application asks you to enter the IP address of your Zebrix Queue Manager server, enter it and click confirm. **The IP address of the server has normally been communicated to you**, otherwise contact your support.



Then choose the window to control, then click on confirm.

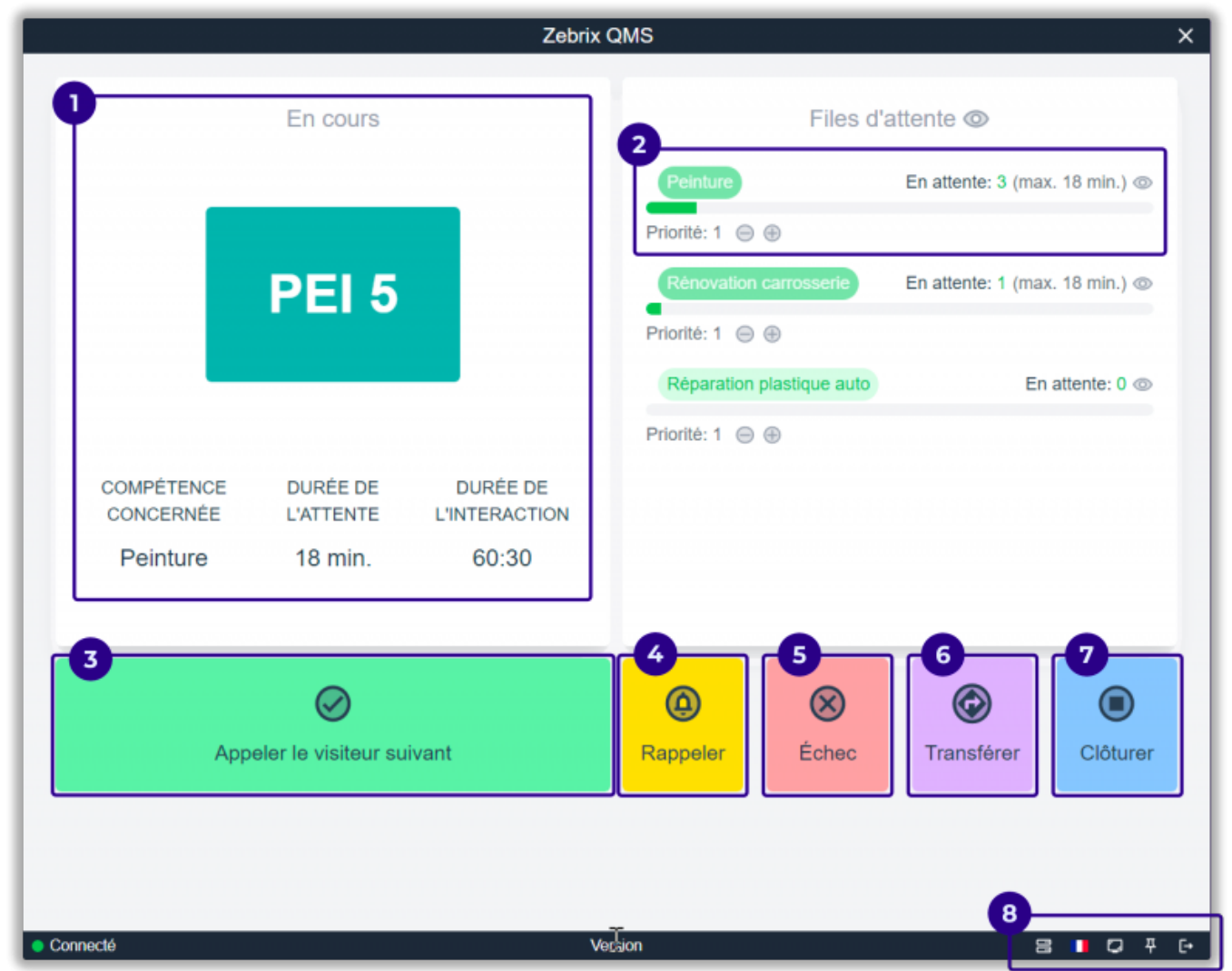


The counter is ready to operate



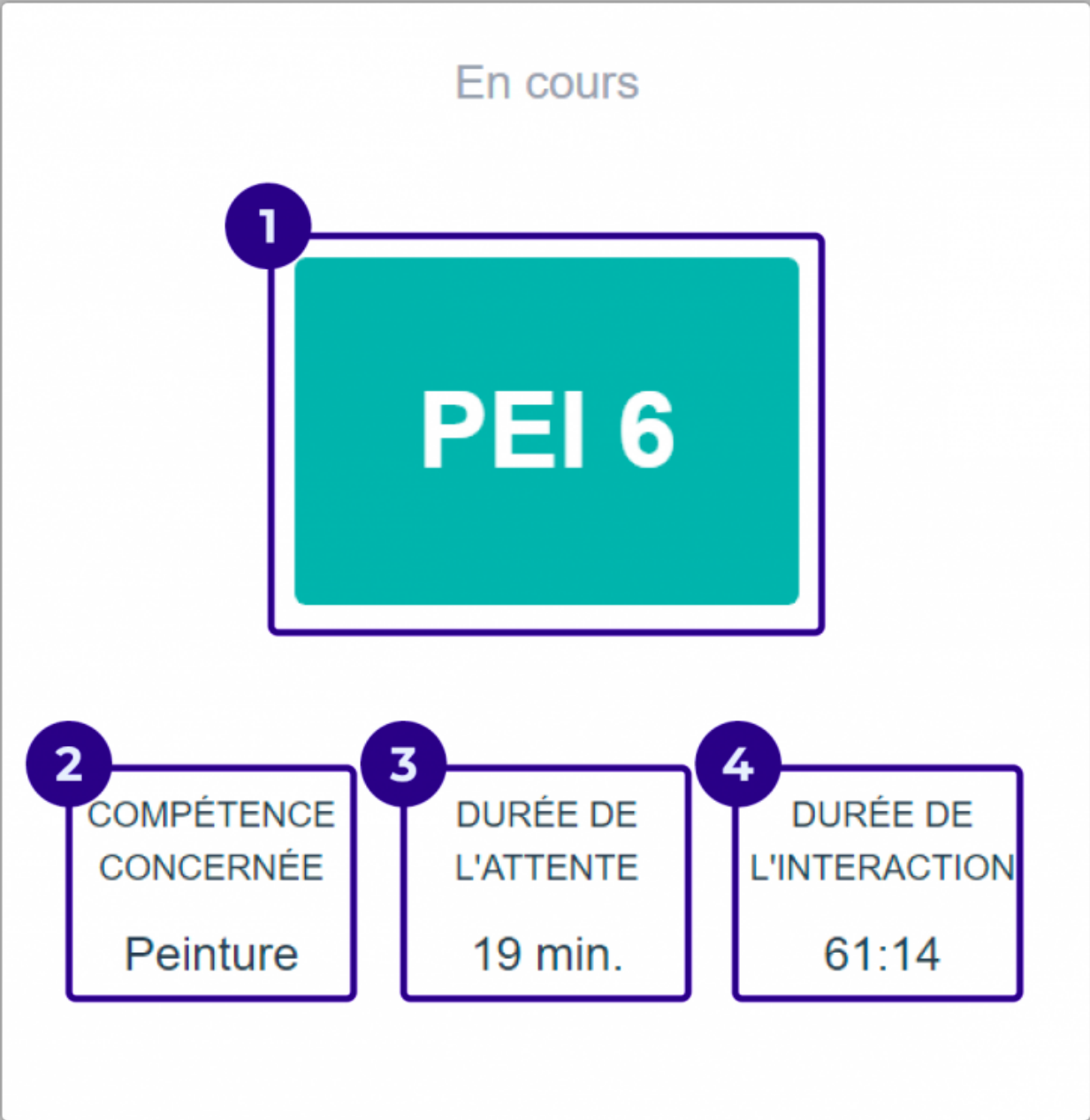
### 3 Interface

#### Presentation



|   |                                 |   |
|---|---------------------------------|---|
| 1 | <b>Ticket in progress</b>       | Indicates information about the ticket currently being processed  |
| 2 | <b>Queue by skill</b>           | Indicates the number of tickets waiting by skill  |
| 3 | <b>Call next visitor button</b> | This button closes the current ticket and goes directly to the next ticket  |
| 4 | <b>Recall button</b>            | This button reissues the ticket alert for the current ticket  |
| 5 | <b>Failure button</b>           | When the visitor has not shown up, this button allows you to move on to the next ticket                           |
| 6 | <b>Transfer button</b>          | This button allows you to transfer the ticket to another counter  |
| 7 | <b>Close button</b>             | This button ends the current ticket, but pauses the ticket window until the call next visitor button is triggered |
| 8 | <b>Settings</b>                 | language, display, logout settings  |

**Ticket in progress**



|   |                       |  |
|---|-----------------------|--|
| 1 | Current ticket number | Number present on the visitor's ticket |
| 2 | Skill concerned       | Skill linked to the current ticket     |
| 3 | Wait Duration         | Estimated Wait Duration                |
| 4 | Interaction duration  | Ticket processing time                 |

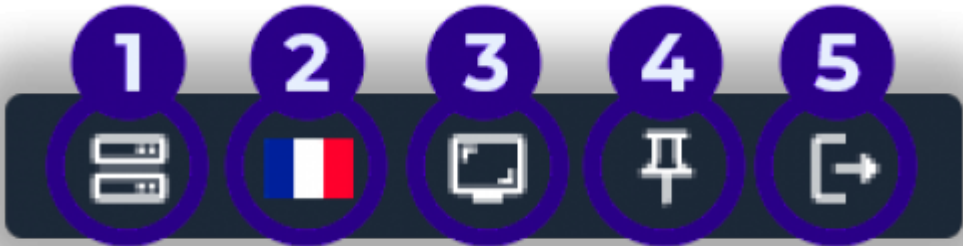
Queues

|   |                |   |
|---|----------------|---|
| 1 | Skill tile     | Gathering information from a skill's queue                        |
| 2 | Skill Name     |   |
| 3 | Skill priority | The + and - buttons allow you to change the priority of the skill |



|   |   |  |
|---|---|--|
| 4 | <b>Number of tickets waiting in the skill</b> | The estimated waiting time is also indicated |
|---|---|--|

Settings



|   |                                    |  |
|---|------------------------------------|--|
| 1 | <b>Server selection</b>            | Allows you to enter the QMS server IP  |
| 2 | <b>Language selection</b>          | Allows you to choose the interface language                                  |
| 3 | <b>Desktop application display</b> | Allows you to display the application in a more condensed form on the screen |
| 4 | <b>Pin</b>                         | Allows you to freeze the app on the desktop                                  |
| 5 | <b>Logout</b>                      | Allows you to log out of the desktop app                                     |

From:

<https://documentation.zebrix.net/> - **zebrix documentation**

Permanent link:

<https://documentation.zebrix.net/doku.php?id=en:miseenplaceqmswindows&rev=1695887464>

Last update:

**2023/09/28 09:51**

